Freestyl 1 Quick Reference Sheet

Click here to complete and submit an online RMA form if your EnGenius product requires repair. If you are unable to complete the online RMA form, you may download it here, complete it and email it to: support@engeniustech.com

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BASIC TROUBLESHOOTING

If you encounter any issues with the system, do a power reset on both Handset(s), and Base Station.
If the issue persists, try resetting the Handset and Base Station.
NOTE: You will have to re-register all Handsets.

Ref #1 – Resetting a Handset: PRESS MENU, # # # # *, then SCROLL DOWN to "SYSTEM RESET"; PRESS "SELECT" and next PRESS "Clear All" or "Keep Registration". "Keep Registration" clears all settings except registration to the Base Station.

Ref #2 – Resetting the Base Station: First POWER-UP the Base Station unit for at least 5 seconds. PRESS and HOLD the RESET button (near the phone line plug on the back of the Base Station unit), until you hear a single long tone. **NOTE:** All Handsets will need to be re-registered to the base (Ref #3).

Ref #3 – Registering a handset:
First POWER-UP the Base Station unit for at least 5 seconds. PRESS and HOLD the REGISTER (labeled REG) BUTTON located on the back of the Base Station unit until you hear a tone. While the Base Station is active, PRESS MENU 7, 1 on the Handset. The Handset will then show "REGISTRATION COMPLETED".

Ref #4 – Deregistering a Handset:
Same as Ref #3, but PRESS MENU 7, 2 on the Handset.

Ref #5 – Volume is too low for me to hear:
PRESS MENU, # # # # * (Service mode), then SCROLL DOWN to "Volume Adjust". Now select "Handset" then "Receiver Out" for changing overall earpiece audio levels.

Ref #6 – Handset rings every hour, on the hour / phantom ringing:
If the Handset is ringing in intervals of time, it is most likely due to a voicemail signal provided by the phone service provider. You will need to change the EnGenius MESSAGE WAITING indication to accept FSK signals. To do this, PRESS MENU, # # # # * (Service mode), then SCROLL DOWN to "Stutter Tone". Press "SELECT" and change the setting to "OFF".

Ref #7 – Handset doesn't ring. It only shows "Line Off" on the display:
Call Barring has been enabled. To allow incoming calls to come in and ring PRESS MENU 4, 3, pw = 0000 (default), 2 (incoming), 2 (line on/off), "ON".

Ref #8 – "Base Station unit has no available ID" prompt appears when attempting to register a Handset:
Up to 9 Handsets can be registered to a Base Station unit (handset ID's 11-19). You must reset the Base Station (Ref #2) to clear stored information, and then register all handsets to start over at ID 11.

Ref #9 – Lost password:
The default password is "0000". If you lose the password, you will need to reset the Handset

Ref #10 – Cannot transfer or answer calls properly:
This may be related to the FLASH TIME setting. The Freestyl default setting is 600ms. You may need to adjust this to match your phone system it is behind. PRESS MENU 6 (base settings), then "0000" for the pin. Option 2 is FLASH TIME. In some cases adjusting the FLASH TIME down to around 200ms may be necessary behind certain voice lines for proper 3-Way call handling or transferring calls behind a PBX.

TIPS!

Customizing the Handset name:
It is recommended that you customize the name for your handset to match the user's name and/or extension it is wired to. PRESS MENU, 5, 7 and then add your customized display name.

How to transfer a call to a different extension:
If using a PBX, while on the call, press the green talk button (flash), then dial the extension, then "END" to complete the transfer. For Nortel PBX's PRESS FLASH + Star(*) 70 + extension + END.

How to turn up/down microphone sensitivity or adjust speaker output:
To adjust PRESS MENU # # # # *, then scroll down to "volume adjust". Press "SELECT", and then select "HANDSET". SCROLL DOWN to "Mic In" for microphone sensitivity, or "Receiver out" for speaker.

*For further support please email **support@engeniustech.com** Revised 1/17/2012*

FREESTYL 1 FAQ'S

How do I transfer a call from an EnGenius Handset to a different extension off my PBX phone system?
To transfer a call on most PBX's you will require you to PRESS the FLASH (green button) key + extension number, then the "end" (red button) to complete the transfer. An exception is Nortel which requires you to PRESS FLASH, Star(*), 70 + extension number, then "END". Our product is an analog device and therefore requires an analog port off a PBX. Other PBX options such as overhead paging can also be found in the PBX systems user manual for analog phone use (i.e. 2500 sets).

How do I register handsets to multiple Freestyl base units?
A Freestyl Handset can only register to one base at a time. Only our DuraFon 1x or PRO supports this.

Can a Freestyl handset work with a DuraFon base unit?
No. The Freestyl is not compatible with any other systems.

Will my external antenna from my older EnGenius phone still work with my Freestyl?
Yes. Our reverse thread TNC connector on the Base Station unit is the same on ALL EnGenius-branded Base Station products.

Will my multiple Freestyl base units interfere with each other or other communication devices?
Yes, Base Station units and or the external high gain antennas should be at least 20' apart from each other and other electronic equipment for best performance and to reduce interference.

Does my Freestyl have built in Voice Mail?
No.

Does the Freestyl support Call Waiting and/or 3-way calling?
Yes, provided this is handled by the phone company or phone system it is connected to. You will need to PRESS the FLASH key to flip between callers.

What frequency does the Freestyl operate on and will it interfere with Wi-Fi networks?
The Freestyl uses frequency hopping spread spectrum technology at 902 to 928MHz. Wi-Fi networks operate in either the 2.4GHz and/or 5GHz frequency spectrums – a non-overlapping and non-interfering frequency; as a result EnGenius Freestyl phone systems will not interfere with Wi-Fi networks.

Why does the Freestyl use 900MHz when many newer phones use 1.9, 2.4, and 5GHz frequencies?
900MHz range is actually much greater than the range higher frequency 2.4 and 5GHz cordless phones. Lower frequency signals like 900MHz are less absorbed by objects and less affected by walls, buildings, trees, and even open air. Additionally, 900MHZ phones avoid Wi-Fi networks altogether, thus avoiding interference from 2.4 or 5GHz signals. Finally, the FCC allows more power to be used for lower frequency devices like EnGenius Freestyl products which additionally helps boost and extend operational range.

When was my EnGenius Phone System built, how old is my phone?
The first three values in the serial number determine build date. The first two are the year, and the third digit is the month, where A = Oct., B = Nov., and C = Dec. For example 10Cxxxxxx = 2010, December.

How different is the range for 2-Way or broadcast Handset-to-Handset, as compared to base to Handset communication?
2-Way intercom and broadcasting from a Handset to other Handsets does not use the Base Station unit. Range will be less than a typical incoming call or broadcast from the Base Station, typically 25% to 50% less. If an external antenna is used on the Base Station, the range difference will be even more noticeable. To maximize 2-Way or Handset broadcasts, use the long antenna on the Handsets.

How long is the warranty for my Freestyl?
The Freestyl has a one (1) year limited warranty on the Handset and Base Station and a 90 day limited warranty on accessory items.

How much power does the Freestyl put out?
Transmit power is approximately 27dbm or 500mW. Our product is FCC approved to be safe and in comparison, the power and frequency is very close to that of a cellular phone.

For further support please email ***support@engeniustech.com*** *Revised 1/16/2012*